

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

May 2019

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CLC6342, IER6342	ACN Communications Services, Inc.	Service	Delayed Orders/Missed Appointments	1
ACN Communications Services, Inc. Total				1
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Application Request	1
AmeriMex Communications Corp. Total				1
CEC3014, CEC3021	AT&T California	Billing	Bill Adjustment	2
		Billing	Disputed Customer of Record	1
		Billing	High Bill	12
		Billing	Other Charges	5
		Billing	Payment Arrangements	2
		Billing	Cramming	2
		Billing	Payment Error	1
		Billing	Bundled Services	2
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Safety	1
		Service	Delayed Orders/Missed Appointments	10
		Service	Outage	16
		Service	Refusal To Serve	1
		Service	Call Quality	1
		Lifeline	LLB Application Request	14
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Discount Switched to Other Carrier	2
AT&T California Total				76
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	1
		Billing	High Bill	14
		Billing	Other Charges	9
		Policy and Practices	Abusive Marketing	2
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
		Service	Dead Zones/Dropped Calls	2
AT&T Mobility Total				30
CLC6955, CLR6955, IEC6955	Bright House Networks Information Services (California)	Service	Disconnection Non Payment	1
Bright House Networks Information Services (California), LLC Total				1
CLC6878, CLR6878, IEC6878	Charter	Billing	Bill Adjustment	1
		Service	Outage	1
		Service	Number Portability - Wireless or Landline	1
Charter Total				3
CEC3076	Citizens Telecommunications	Billing	Bill Adjustment	1
Citizens Telecommunications Total				1

Utility Code	Utility Name	Category	Subcategory	Count
CLC5698, IEC5698	Comcast Digital Phone	Billing	Bill Adjustment	2
		Billing	Other Charges	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Number Portability - Wireless or Landline	1
Comcast Digital Phone Total				6
CLC7134	Convergence Systems, Inc.	Billing	High Bill	1
Convergence Systems, Inc. Total				1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	High Bill	1
		Billing	Other Charges	1
		Billing	Cramming	1
		Lifeline	LLB Approved for Discount	1
Cox; Cox Communications; Cox Business Total				4
CER4308	CREDO; Working Assets Wireless	Billing	Early Termination Fee - ETF	1
CREDO; Working Assets Wireless Total				1
CER4460	Cricket Wireless, LLC	Billing	Bill Adjustment	1
		Service	Disconnected In Error	1
		Lifeline	LLB Approved for Discount	1
Cricket Wireless, LLC Total				3
CLC6096, IEC6096	Edison Carrier Solutions	Service	Outage	1
Edison Carrier Solutions Total				1
CER4436	enTouch	Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	1
enTouch Total				2
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	5
		Billing	Disputed Customer of Record	1
		Billing	High Bill	5
		Billing	Other Charges	7
		Billing	Out of Service Credit - OOS	1
		Billing	Cramming	2
		Billing	Payment Error	2
		Billing	Deposits	1
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	4
		Service	Disconnection Non Payment	1
		Service	Outage	15
		Service	Call Quality	1
		Service	Number Portability - Wireless or Landline	2
		Lifeline	LLB Application Request	4
		Lifeline	LLB Approved for Discount	3
Frontier California, Inc. Total				55
CLC6842, IEC6842	Granite Telecommunications, LLC	Billing	Other Charges	1
Granite Telecommunications, LLC Total				1
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
I-Wireless, LLC Total				1
DVS1470	Pacific Centrex Datavo, LLC	Not Regulated - No Jurisdiction	Other Charges	1
Pacific Centrex Datavo, LLC Total				1
CLC6005, IEC6005	Peak Communications	Billing	Slamming	1
Peak Communications Total				1
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	Slamming	1
Preferred Long Distance, Inc. Total				1

Utility Code	Utility Name	Category	Subcategory	Count
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	High Bill	3
		Billing	Other Charges	4
		Billing	Cramming	1
		Service	Delayed Orders/Missed Appointments	1
Sprint; Sprint PCS Total				9
DVS1220	Star2Star Communications, LLC	Billing	Other Charges	1
Star2Star Communications, LLC Total				1
CLC6996, IEC6996	Suddenlink Communications	Policy and Practices	Safety	1
		Service	Call Quality	1
Suddenlink Communications Total				2
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	1
Surelink Mobile; TruConnect Total				3
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Early Termination Fee - ETF	1
Telepacific Communications Total				1
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Bundled Services	1
		Service	Outage	1
		Lifeline	LLB Approved for Discount	1
		Not Regulated - No Jurisdiction	Out of Service Credit - OOS	1
Time Warner Cable Total				4
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile)	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Billing	Other Charges	1
		Billing	Payment Error	1
T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile) Total				4
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink)	Billing	Other Charges	1
		Billing	Slamming	1
		Service	Outage	1
		Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	2
TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless) Total				8
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Bill Adjustment	1
		Billing	Disputed Customer of Record	1
		Billing	High Bill	2
		Billing	Other Charges	3
		Billing	Cramming	2
		Policy and Practices	Abusive Marketing	1
		Service	Disconnected In Error	1
Verizon Wireless Total				11

Utility Code	Utility Name	Category	Subcategory	Count
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	2
		Lifeline	LLB Address Error	2
		Lifeline	LLB Federal Program/Equipment	7
Virgin Mobile; Assurance Wireless Total				14
Total ICs Sent 1				248

1 Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.